

FIG. 1

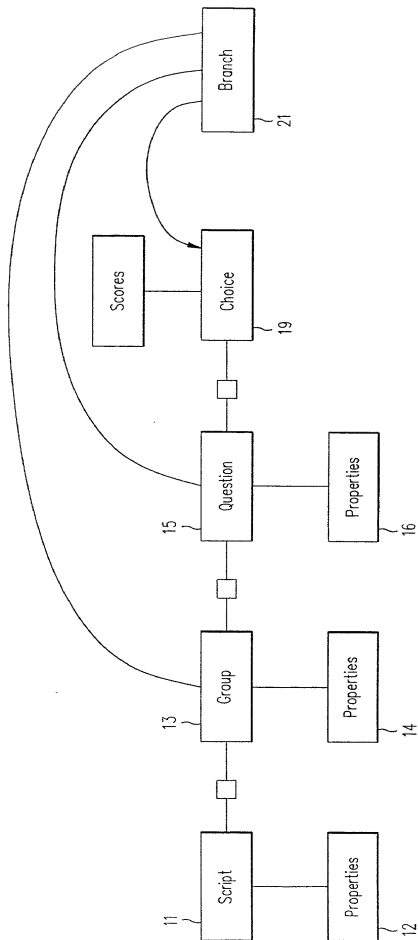


FIG. 2

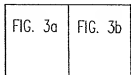


FIG. 3a

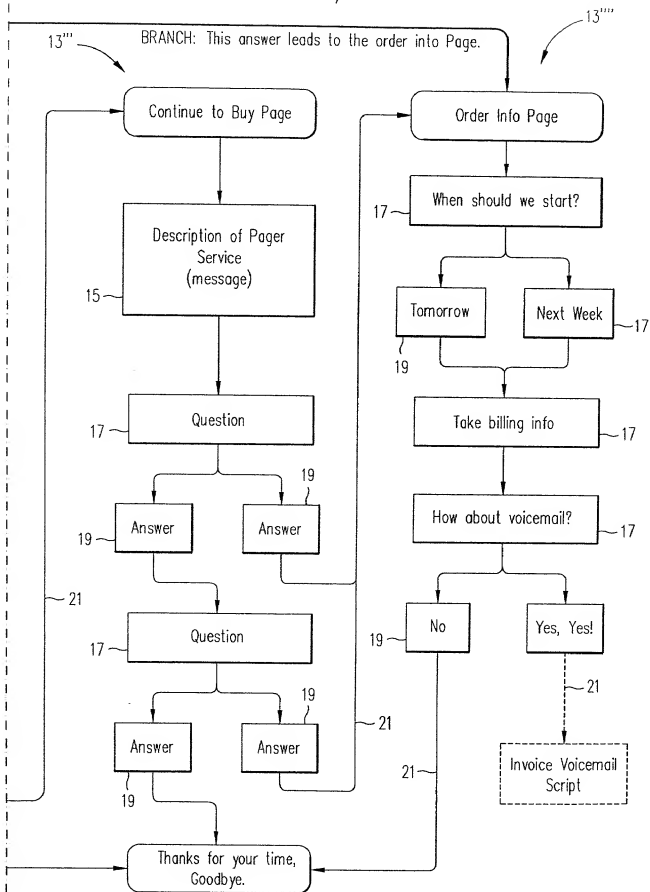


FIG. 3b



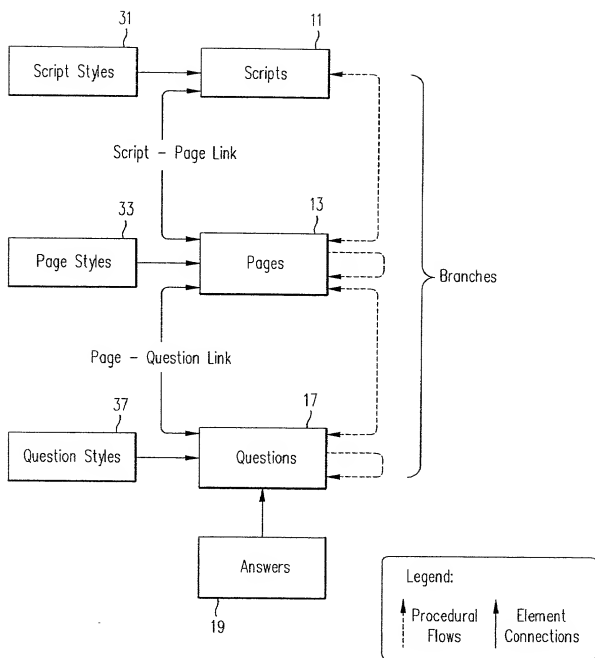


FIG. 5

61

First Name Last Name

Campaign

Service

Script playing area. 15

Thank you for calling Siebel systems. This is Tiffany, how can I help you today?

- o Need license key ~17
- o Need upgrade to Siebel 99 ~17
- Need assistance on new SmartScript ~17

How long have you been working with SmartScript? ~17

Have you read the documentation? ~17

o Yes

o No

11

FIG. 6

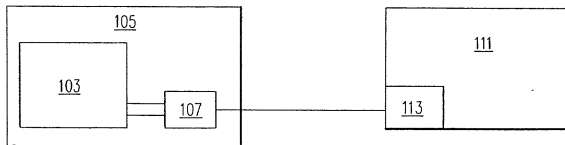


FIG. 10

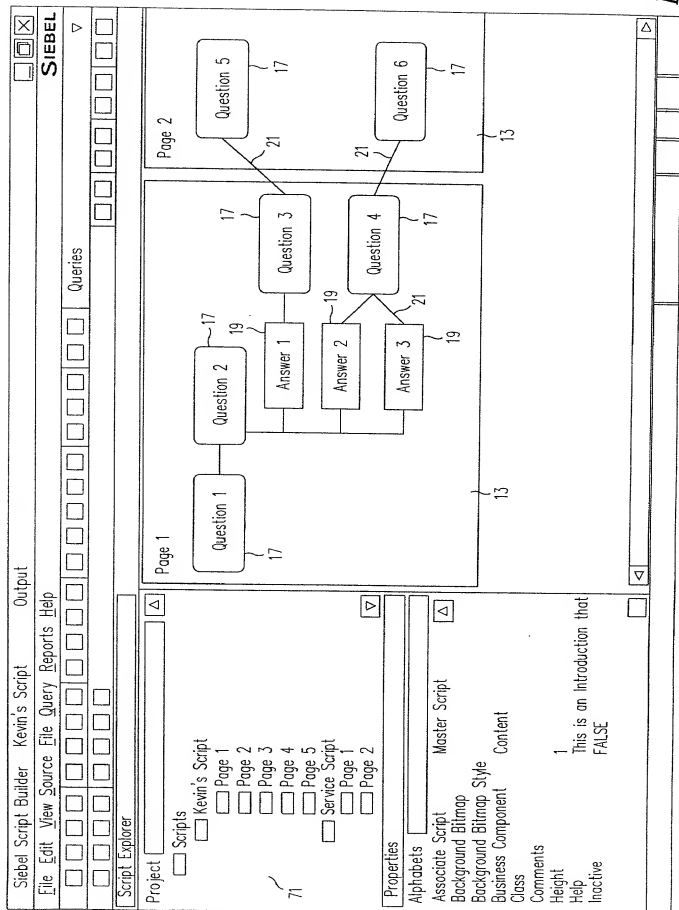


FIG. 7





FIG. 9